

QUALITY ASSURANCE PROGRAM

1. Effectiveness of Quality Control

- a. General: The COTR will assess the effectiveness of the Contractor's Quality Control Program through review of reports required of the Contractor, by observation of their work by the COTR, his Assistant COTRs, the Building Manager, Service Delivery Information, and by means of IRS inspections.
- b. Service Delivery: The quality and timeliness (includes Attachment #3 Periodic and Daily Cleaning Task Chart) of the Contractor's (including all subcontractor) performance, as well as ERC work tickets, and verbal directions will be used to assess the overall service delivery.
- c. Performance Related Deductions: If the Contractor's performance remains less than satisfactory or fails to adhere to the contract specifications for any reason after written notice (Exhibit #2 or email may be used) of the deficiency(s) was given , the Government reserves the right to call in a firm to have that area cleaned/serviced at the expense of the contractor. The total cost of the cleaning/service firm bought in will be deducted from the contractor's monthly invoice, including any overtime or administrative costs.
- d. Inspections: The government will use the definitions stated in C.3 Definitions as the criteria for inspecting all contractor work. The government's inspection plan will vary from day to day. The contractor shall assume that on any given day the government may be inspecting any space in the facility. The Contractor will be informed of less than satisfactory performance

2. Performance Evaluation Meetings:

- a. General: The COTR will coordinate performance evaluation meetings with the Contractor. Written minutes of these meetings will be prepared and distributed by the COTR and the contractor will have 3 working days to provide comments.
 - b. IRS/Contractor Meetings: An initial step in avoiding disputes and claims is to settle minor problems and misunderstandings at the lowest possible level. Accordingly, the contractor or contractor's designated on site representative shall meet with the COTR frequently, but not less than twice each month during the first 3 months of the contract. Thereafter, meetings shall be as often as necessary at the discretion of the COTR but not less than once per month. A mutual effort shall be made to resolve all problems identified during those meetings.
 - c. The COTR or the contractor's designated on site representative may at any time *after* a Performance Evaluation Meeting request through the written minutes, for upper management to come to the next meeting or request a special meeting or teleconference to resolve an issue before it is brought to the Contracting Officer for final resolution.
2. Interim/Final Performance Evaluation Report: At least 90 days prior to the anniversary date of the contract, the COTR will summarize all available performance information and prepare an interim evaluation report. These reports will be used in assessing the contractor's past performance for consideration in exercising option years.

